2013 Allentown Leadership Institute



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Trainers:

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Summary

Attendance

An average of 40 people attended the 2 Saturday sessions (37 on March 2nd and 44 on March 9th). Thirty participants (75%) had perfect attendance.

Demographics

Participants were city-wide, male, female, between the ages of 8 to over 60, and racially diverse. *Geography* – For the 30 that attended both sessions: South Side-1, East Side-2, West End-14, Center City-4, 6th Ward-5, Outside Allentown-4. *Gender* – 15 female, 15 male. *Race:* Asian-American 1 (3%), Black African Heritage 4 (13%), Caucasian 22 (74%), and Latinos 3 (10%).

Process

The planning committee consisted of Phyllis Alexander, City of Allentown Neighborhood Coordinator; Jenna Azar, Manager, Senior Year Experience and Program Co-Director, HYPE, Muhlenberg College; and Ellen Denizard, Jordan Heights Neighborhood Manager. We met on several occasions beginning in February.

Logistics

We offered four classes during two 5.5-hour Saturday sessions. For two of the classes, youth were taught separately from the adults. The youth sessions were facilitated by Muhlenberg RJ Fellow College Students. Sessions were held at Sacred Heart Hospital Conference Center. A light breakfast and lunch were included both days. Meals were provided by HADC and the City of Allentown. Free parking passes were provided by Sacred Heart Hospital.

Agenda

March 2

- Introductions
- Effective Communication Phyllis/whole group
- Leader Self-Care Phyllis/adults
- Leader Self-Care Jenna and the RJ Fellow Muhlenberg College students/youth
- Definition of leader whole group small group work

March 9

- Introductions
- Leading from your Living Room Ellen/adults
- Leading from your Living Room Jenna & RJ Fellow Muhlenberg College students/youth
- Definition of leader whole group discussion
- Diversity and Cultural Competence Rosaan Barker
- Graduation and Certificates

Evaluation

Data

For detailed evaluation results, please see page 4. Overall the responses were very positive. To evaluate the program, participants chose one of the following 4 descriptors: Absolutely Fabulous, It/They Rocked, So, So or Better Luck Next Time. Combining the data for the first two choices (Absolutely Fabulous, and It/They Rocked) participant satisfaction averaged 87.4% for the Classes; 97.5% for the Presenters; and 84.6% for Space/Location.

Comments

Comments were positive and encouraging. All comments can be found on page 5 - 7. Participant's final comments include: I would do this again for sure; Great course, Very good program, should be offered to a lot of churches, and companies; Excellent leadership workshop; I liked how the program was organized.

Lessons learned

Facilitation

- Some participant's enjoy hearing the stories of others, while other participants prefer less sharing and more teaching. As facilitators we'll need to be more cognizant of managing discussions so we're achieving a balance.
- Participants are hungry for more practical problem solving. As facilitators we'll need to incorporate more opportunities to practice problem solving utilizing techniques and strategies being taught.

Youth Participants

 This year, for the first time, some youth were "dropped off" and left without adult supervision. Going forward, while youth will be invited to attend, an adult will be required to stay with the youth they recruit for the institute.

Promotion

Next year, when promoting the classes, we will let students know in advance about all
activities including the reunion and post class leadership practice. We've learned if post
gatherings or work are not included in the program promotion, residents don't commit
beyond the two classes.

Leadership Definition

Each year, participants are asked to develop a class definition for leadership. Participants are encouraged to use their definition to guide their leadership and to use the definition as a tool for evaluating the leadership of others. The Leadership Class of 2013 defined leadership as follows: A leader is an inspirational, passionate individual who promotes equality and cooperation and holds him or herself accountable while simultaneously being held accountable by the group.

Next Steps

A Leadership Class 2013 reunion occurred on Saturday, April 20th. Institute leaders hosted a pot luck gathering at one of the newly built North Street homes. Three participants plus the leaders attended, and one of the participants has expressed interest in starting a neighborhood group in the Cumberland Gardens neighborhood.

March 2nd and March 9th 2013 Workshop Evaluation Analysis



Item	Fabulous	Fabulous	Fabulous	Rocked	Rocked	Rocked	So/So	So/So	So/So	Better Luck Next Time	Better Luck Next Time	Better Luck Next Time
	March 2 nd	March 9	Combined	2 nd	9th	Both days	March 2 nd	March 9 th	Both days	March 2 nd	March 9 th	Both days
The class was well organized	14/29* 48.2%	19/35 54%	33/64 51.5%	13/29 44.8%	10/35 29%	23/64 35.9%	2/29 6.8%	6/35 17%	8/64 12.5%			
The session lived up to my expectations	15/28 54%	19/35 54%	34/63 54%	11/28 39%	11/35 31%	22/63 35%	2/28 7.4%	4/35 11%	6/63 9.5%		1/35 2.8%	1/35 2.8%
The content is relevant to my role as leader	17/28 61%	18/35 51%	35/63 56%	10/28 36%	13/35 37%	23/63 36%	1/28 3.5%	4/35 11%	5/63 8%			
The presenters were easy to understand	26/27 96%	28/35 80%	54/62 87%	1/27 4%	5/35 14%	6/62 10%		2/35 6%	2/62 3.2%			
The presenters were knowledgeable	23/29 79%	26/35 74%	49/64 77%	5/29 17%	8/35 22.8%	13/64 20%	1/29 3.4%	1/35 2.8%	2/64 3%			
The presenters were prepared	22/28 79%	26/35 74%	48/63 76%	6/28 21%	7/35 20%	13/63 21%		2/35 6%	2/63 3%			
The presenters encouraged participation	26/28 93%	29/34 85%	55/62 89%	2/28 7%	5/34 15%	7/62 11.3%						
It was easy to find the room	18/28 64%	22/35 63%	40/63 64%	5/28 17.8%	10/35 28.5%	14/63 22.2%	5/28 18%	2/35 5.7%	7/63 11%			
The room was the right temperature	10/27 30%	21/35 60%	31/62 50%	2/27 7%	12/35 34%	14/62 23%	7/27 26%	1/35 3.5%	8/62 12.9%		1/35 2.8%	1/35 2.8%
This is a good location	15/28 54%	23/35 66%	38/63 60%	10/28 36%	12/35 34%	22/63 35%	3/28 11%		3/63 4.7%			

^{*14} out of a total of 29 participants

MARCH 2ND COMMENTS

What was something you learned?

1. About leadership • Effective Communication • How to consider how I am being perceived by my peers • Better language to seem less confrontational, how to work to rephrase statements to be direct but positive • I was reminded that the environment can be a large obstacle to the development and perception of the individual • Happiness overall counts! • Communication is key • Respect • Some more communication techniques • How to be a more effective leader in the community • You have to give to get respect, also the youth's opinion does matter at times • Identifying stressors in my life and thinking of better ways to take care of them • People are really interested in being a good leader • Don't say "I feel" first, find out about the other person • I learned about the importance of knowing other people's feelings and the leadership required to accomplish goals • I learned not to use "I feel" statements when responding to an insult • How people burn-out easily • How to work with others • Social justice and leadership issues • How to handle feelings • I learned that self-care is more than eating right and exercising • Resentment can lead to burn-out • There are a lot of different perspectives to leadership • Acknowledge feelings.

Suggestions

1. Less time for each activity, one more activity • Circle discussions! • Time needs to be shored up better - maybe a shorter lunch • Warmer room • Explain types of communication with different types of people e.g. employees, teachers, neighbors, supervisor, etc. • Not spend so much time being derailed by the stories presented and focus more on methods toward leadership • More examples and role play on social and community interaction to address interacting effectively in the neighborhood.

Other Comments

1. The room was very cold • Need more networking time allotted • I enjoyed hearing other people's perspectives and opinions • Not what I expected, excellent presenters but need more emphasis on neighborhood interaction • I love this program!



MARCH 9, 2013 COMMENTS

What are the three most important things you learned during this resident leadership training?

1. I learned that to help reduce stress I need to care for myself • Tolerance, and the importance of communication ● Effective communication, Group involvement, Motivation ● Give everyone a turn and teens want to be heard more • Find common ground when there are cultural differences. Stop burning out for things you cannot manage at the time. There are a lot of people out there that have the same community concerns • Listen to teens • How to communicate effectively, consider cultural differences and work with others • To communicate with others, to lead by example to have fun while getting the community involved • Be a leader, help others, be a good role model • Using tools I already have, Reaching out to others, Staying committed to a cause ● Building communities, working with others • Leadership, to open lines of communication, to help other leaders • The importance of communication in a community to deter crime • Don't forget about fun, Everyone is an expert on their own experiences, Gangs are a relevant issue in Allentown ● Be open-minded, Be a part of the community, Be a leader • I learned about the specific problems plaguing Allentown, I learned how to deal with community problems with ease because of the resources available, I learned how easy it is to become a community leader, it is not a complex process ● Leadership includes communication that is outgoing ● Try to help your community even if just as little as cooperating with each other, Be respectful, Be the best leader you can be ulletKnowledge of the neighborhood, Inspire our youth to use their voice, Being more open to other points of view ● I can make a difference if I speak up, Leadership is not an easy task, Leadership needs determination ● How to communicate using honest and efficient statements, The importance of motivating others when leading, Leading requires passion • I can be valuable in Allentown • Be self-aware, open-minded and assertive • Addressing issues as a group, The importance of a good community, Communication is imperative ● Not just hear, but listen to young people ● Listen and communicate, Role models don't have breaks • Communicate with my neighbors • Perseverance, Communication • Be respectful, and helpful also encourage ideas from others • Encourage participation, Learn to listen in order to reconcile differences.

What's one thing you want to work on as a leader?

1. To have patience with people and their ideas • Not just listening, but understanding the experiences of others and how to facilitate change • Confidence when giving presentations • To give my knowledge to the younger generation in our community • I want to help people connect better • Working with groups of different minded opinions • Being a leader everywhere I go • Communicate with the community • Feeling comfortable in a leadership position • Bringing neighbors together • Get involved to be able to give my ideas • Keeping open communication and let others help when needed • Being more confident in my abilities • Being accountable • I will work on listening to others and try to cooperate and help my community • Stay focused on honing my leadership skills •



I want to learn how to be considerate of other people's ideas when I work in a group • Being a more open communicator • Not to give up easily • Public speaking • Listening • Self-confidence • Be more approachable • Be more attentive and listen to others opinions.

What additional information would you like to learn or be exposed to?

1. Diversity (racial and religious) in Allentown	13. Younger leadership with youth					
2. More knowledge of leadership	14. How to better help leaders					
3. How to help senior citizens in our community	15. Group activities					
4. Cool icebreakers for school groups	16. Stress burnout					
5. Team work	17. Communication					
6. Cops and kids	18. Teen expressions and opinions					
7. Letting others in	19. Coping skills					
8. Differences	20. Specific examples of leadership that are not famously known					
9. How to talk to people in a positive	21. More community programs					
way						
10. How to introduce yourself to	22. Names and contacts of Allentown					
people who don't want to talk to you	activist groups to join					
11. Networking for a purpose	23. Communication techniques					
12. How to accommodate others	24. How to work with others in difficult situations					

